

# Project Delivery Consistency & Governance

## Client Overview

- Multi-team organisation delivering internal and client projects
  - No formal project governance framework
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## Challenge

The organisation faced:

- Inconsistent project delivery approaches
- No standard tracking of risks or issues
- Lack of accountability across teams
- Difficulty scaling delivery capability

Impact:

- Missed deadlines
  - Reactive issue management
  - Limited ability to forecast or plan effectively
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## Approach

### 1. Diagnose

- Reviewed delivery practices across teams
- Identified the absence of governance structures
- Assessed reporting and accountability gaps

### 2. Design

- Introduced the standard project lifecycle framework
- Defined governance model (RAID, reporting cadence)
- Designed portfolio-level oversight structure

### 3. Deliver

- Implemented standardised project templates in monday.com
- Enabled portfolio-level dashboards
- Introduced structured reporting processes

## 4. Embed

- Trained project owners and stakeholders
  - Established governance forums
  - Monitored compliance and performance
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## Outcome

- Improved on-time project delivery
  - Standardised approach across all teams
  - Clear accountability and ownership
  - Enhanced ability to scale delivery
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## Key Insight

Consistency in delivery comes from governance, not individual capability.